

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	414	705/50-79. ccls. and 705/1.ccls.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2009/01/29 07:23

1/29/2009 7:26:51 AM**C:\Documents and Settings\jcoppola\My Documents\1_EXAM\Applications
Examined\09\09543049\09543049.wsp**

Dear Examiner COPPOLA —

Below are results from the search you requested on **Application 09/543049**, from the Dialog databases, unless otherwise noted.

The results are in our regular format, which begins first with a search for the inventors' own works in both patent literature (mostly foreign) and in general non-patent literature, without date-limitation, and the results then proceed to searches and results which are directed at, and comprised of, the prior art and related subject-matter which were found in those same sets of mostly foreign patent literature and non-patent literature.

For ease of use, results that appear of perhaps most direct relevance are highlighted in yellow and red. Further, those highlighted results are also marked with a double tilde (~~) so that if you use the "Find" function under the Edit menu of Word, you can search for ~~ and you will be taken right to those selected results.

But please note also, it is essential to examine all results here, and any others that may also accompany this set, since the highlighting is merely a set of suggestions designed simply to aid, and not substitute for, the necessary full review of all results.

Matthew Hogan
Technical Information Specialist
EIC 3600 -- Knox 4B71
ASRC Management Services
USPTO Contractor
x26674
matthew.hogan@uspto.gov

Patent Literature –Inventor Searches

[File 347] **JAPIO** Dec 1976-2007/Dec(Updated 080328)

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[File 348] **EUROPEAN PATENTS** 1978-200836

(c) 2008 European Patent Office. All rights reserved.

[File 349] **PCT FULLTEXT** 1979-2008/UB=20080904|UT=20080828

(c) 2008 WIPO/Thomson. All rights reserved.

[File 350] **Derwent WPIX** 1963-2008/UD=200845

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Set	Items	Description
S1	12	S AU=(POMERANCE, B? OR POMERANCE B?)
S2	12	IDPAT S1 (sorted in duplicate/non-duplicate order)
S3	8	IDPAT S1 (primary/non-duplicate records only)

RESULTS: Patent Literature – Inventor Search

1/3K/1 (Item 1 from file: 348) [Links](#)

Fulltext available through: [Order File History](#)

EUROPEAN PATENTS

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02498852

MOVIE ADVERTISING PLACEMENT OPTIMIZATION AND PLAYBACK TECHNIQUES AND CONTENT TRACKING FOR MOVIE SEGMENT BOOKMARKS

TECHNIQUES D'OPTIMISATION DE MISE EN PLACE ET DE LECTURE
D'ANNONCES PUBLICITAIRES DANS DES FILMS ET SUIVI DU CONTENU DE
SIGNETS DE SEGMENTS DE FILMS

Patent Assignee:

- **Micronets, Inc.;** (8542720)
43 West 24 Street, Floor 2; New York, NY 10010; (US)
(Applicant designated States: all)

Inventor:

- **GILLEY, Thomas S.**
43 West 24 Street Floor 2; New York, NY 10010; (US)
- **HOFFERT, Eric S.**
43 West 24 Street Floor 2; New York, NY 10010; (US)
- **NASSAR, Rabih**
43 West 24 Street Floor 2; New York, NY 10010; (US)
- **POMERANCE, Brenda**
43 West 24 Street 2 Floor; New York, NY 10010; (US)
- **POP, Razvan**
43 West 24 Street 2 Floor; New York, NY 10010; (US)
- **SOUKUP, Paul**
43 West 24 Street Floor 2; New York, NY 10010; (US)
- **...US)**
;;
- **POMERANCE, Brenda...**
;;

	Country	Number	Kind	Date
	WO	2008057444		20080515
Application	EP	2007861664		20071102
	WO	2007US23185		20071102
Priorities	US	592901		20061103
	US	713116		20070227
	US	713115		20070227

1/3K/2 (Item 2 from file: 348) [Links](#)

Fulltext available through: [Order File History](#)

EUROPEAN PATENTS

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02180604

DECISION SUPPORT SYSTEM FOR LITIGATION EVALUATION

SYSTEME DE PRISE EN CHARGE DE DECISION POUR EVALUATION D'UN LITIGE

Patent Assignee:

- **Dodell, Herbert;** (7689580)
28958 Medea Mesa Road; Agoura CA 91301; (US)
(Applicant designated States: all)
- **Pomerance, Brenda;** (7689570)
260 West 52 St Suite 27B; New York NY; (US)
(Applicant designated States: all)

Inventor:

- **Dodell, Herbert**
28958 Medea Mesa Road; Agoura CA 91301; (US)
- **Pomerance, Brenda**
260 West 52 St Suite 27B; New York NY; (US)
- ...US)
;;
- **Pomerance, Brenda...**
;;

	Country	Number	Kind	Date
	WO	2006110674		20061019
Application	EP	2006740823		20060411
	WO	2006US13350		20060411
Priorities	US	103250		20050411

Designated States:

1/3K/3 (Item 3 from file: 348) [Links](#)

Fulltext available through: [Order File History](#)

EUROPEAN PATENTS

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01365692

AUTOMATED COMPLAINT MANAGEMENT SYSTEM

SYSTEME AUTOMATISE DE GESTION DE PLAINTES

Patent Assignee:

- **Pomerance, Brenda;** (3904990)
260 West 52 Street, Apartment 27B; New York, NY 10019; (US)
(Applicant designated States: all)

Inventor:

- **Pomerance, Brenda**
260 West 52 Street, Apartment 27B; New York, NY 10019; (US)
- **Pomerance, Brenda...**

	Country	Number	Kind	Date
	WO	2001077945		20011018
Application	EP	2001920927		20010402
	WO	2001US10722		20010402
Priorities	US	543049		20000405
	US	203705	P	20000511
	US	216222	P	20000705
	US	793687		20010226
	US	817072		20010326

1/3K/6 (Item 3 from file: 349) [Links](#)

Fulltext available through: [Order File History](#)

PCT FULLTEXT

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00844335

AUTOMATED COMPLAINT MANAGEMENT SYSTEM
SYSTEME AUTOMATISE DE GESTION DE PLAINTES

Patent Applicant/Inventor:

- **POMERANCE Brenda**
260 West 52 St., Apartment 27B, New York, NY 10019; US; US(Residence);
US(Nationality)
- **POMERANCE Brenda...**

	Country	Number	Kind	Date
Patent	WO	200177945	A1	20011018
Application	WO	2001US10722		20010402
Priorities	US	2000543049		20000405
	US	2000203705		20000511
	US	2000216222		20000705
	US	2001793687		20010226
	US	2001817072		20010326

Fulltext word count: 19312

1/3,K/10 (Item 4 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

Derwent WPIX

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0016291324 & & *Drawing available*

WPI Acc no: 2007-007489/200701

XRPX Acc No: N2007-005298

Pre-litigation case process deciding method, involves receiving information about case from claimant at computer, and processing case based on comparison that is selected by computer

Patent Assignee: DODELL H (DODE-I); POMERANCE B (POME-I)

Inventor: DODELL H; **POMERANCE B**

Patent Family (3 patents, 111 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20060229999	A1	20061012	US 2005103250	A	20050411	200701	B
WO 2006110674	A2	20061019	WO 2006US13350	A	20060411	200701	E
WO 2006110674	A3	20071101	WO 2006US13350	A	20060411	200774	E

...Inventor: **POMERANCE B** Original Publication Data by AuthorityArgentinaPublication No. ...Inventor name & address:**Pomerance, Brenda**... ..**POMERANCE, Brenda**

1/3,K/11 (Item 5 from file: 350) Links

Fulltext available through: Order File History

Derwent WPIX

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0015212938 & & *Drawing available*

WPI Acc no: 2005-562963/200557

XRPX Acc No: N2005-461581

Method for resolving dispute related to pre-existing agreement during transaction, involves presenting information related to request through computerized system, to respondent in cultural context different from context of initiator

Patent Assignee: EBAY INC (EBAY-N)

Inventor: FEMENIA N; **POMERANCE B**

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20050171917	A1	20050804	US 2000711578	A	20001113	200557	B
			US 20044699	A	20041203		

Priority Applications (no., kind, date): US 2000711578 A 20001113; US 20044699 A 20041203

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
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US 20050171917	A1	EN	11	3	Continuation of application	US 2000711578
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...Inventor: **POMERANCE B** Original Publication Data by AuthorityArgentinaPublication
No. ...Inventor name & address:**Pomerance, Brenda**

1/3,K/12 (Item 6 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

Derwent WPIX

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0011159961 & & *Drawing available*

WPI Acc no: 2002-097360/200213

XRPX Acc No: N2002-071973

Method for automated resolution of complaint from complainer against party by detecting lack of agreement between complainer and party, and automatically mediating between them to resolve complaint without human mediator

Patent Assignee: POMERANCE B (POME-I)

Inventor: **POMERANCE B**

Patent Family (5 patents, 92 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2001077945	A1	20011018	WO 2001US10722	A	20010402	200213	B
AU 200147933	A	20011023	AU 200147933	A	20010402	200213	E
US 20010044729	A1	20011122	US 2000543049	A	20000405	200213	E
			US 2000203705	P	20000511		
			US 2000216222	P	20000705		
			US 2001793687	A	20010226		
			US 2001817072	A	20010326		
US 20020010591	A1	20020124	US 2000543049	A	20000405	200214	E
			US 2000203705	P	20000511		
			US 2000216222	P	20000705		
			US 2001793687	A	20010226		
US 7343295	B2	20080311	US 2000543049	A	20000405	200820	E
			US 2000203705	P	20000511		
			US 2000216222	P	20000705		
			US 2001793687	A	20010226		

Inventor: **POMERANCE B** Original Publication Data by AuthorityArgentinaPublication
No. Inventor name & address:**Pomerance, Brenda... ..Pomerance, Brenda... ..Pomerance, Brenda... ..POMERANCE, Brenda**

?

NON-Patent Literature – Inventor Search

[File 15] **ABI/Inform(R)** 1971-2009/Jan 15
(c) 2009 ProQuest Info&Learning. All rights reserved.

[File 9] **Business & Industry(R)** Jul/1994-2009/Jan 14
(c) 2009 Gale/Cengage. All rights reserved.

[File 610] **Business Wire** 1999-2009/Jan 16
(c) 2009 Business Wire. All rights reserved.

**File 610: File 610 now contains data from 3/99 forward. Archive data (1986-2/99) is available in File 810.*

[File 810] **Business Wire** 1986-1999/Feb 28
(c) 1999 Business Wire . All rights reserved.

[File 275] **Gale Group Computer DB(TM)** 1983-2009/Dec 25
(c) 2009 Gale/Cengage. All rights reserved.

[File 624] **McGraw-Hill Publications** 1985-2009/Jan 16
(c) 2009 McGraw-Hill Co. Inc. All rights reserved.

[File 621] **Gale Group New Prod.Annou.(R)** 1985-2009/Dec 16
(c) 2009 Gale/Cengage. All rights reserved.

[File 636] **Gale Group Newsletter DB(TM)** 1987-2009/Dec 29
(c) 2009 Gale/Cengage. All rights reserved.

[File 613] **PR Newswire** 1999-2009/Jan 16
(c) 2009 PR Newswire Association Inc. All rights reserved.
**File 613: File 613 now contains data from 5/99 forward. Archive data (1987-4/99) is available in File 813.*

[File 813] **PR Newswire** 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc. All rights reserved.

[File 16] **Gale Group PROMT(R)** 1990-2009/Dec 29
(c) 2009 Gale/Cengage. All rights reserved.
**File 16: Because of updating irregularities, the banner and the update (UD=) may vary.*

[File 160] **Gale Group PROMT(R)** 1972-1989
(c) 1999 The Gale Group. All rights reserved.

[File 634] **San Jose Mercury** Jun 1985-2009/Jan 15
(c) 2009 San Jose Mercury News. All rights reserved.

[File 148] **Gale Group Trade & Industry DB** 1976-2009/Jan 05
(c) 2009 Gale/Cengage. All rights reserved.
**File 148: The CURRENT feature is not working in File 148. See HELP NEWS148.*

[File 20] **Dialog Global Reporter** 1997-2009/Jan 16
(c) 2009 Dialog. All rights reserved.

[File 35] **Dissertation Abs Online** 1861-2008/Nov
(c) 2008 ProQuest Info&Learning. All rights reserved.

[File 583] **Gale Group Globalbase(TM)** 1986-2002/Dec 13
(c) 2002 Gale/Cengage. All rights reserved.

**File 583: This file is no longer updating as of 12-13-2002.*

[File 65] **Inside Conferences** 1993-2009/Jan 16
(c) 2009 BLDSC all rts. reserv. All rights reserved.

[File 2] **INSPEC** 1898-2009/Nov W5
(c) 2009 Institution of Electrical Engineers. All rights reserved.

[File 474] **New York Times Abs** 1969-2009/Jan 15
(c) 2009 The New York Times. All rights reserved.

[File 475] **Wall Street Journal Abs** 1973-2009/Jan 16
(c) 2009 The New York Times. All rights reserved.

[File 99] **Wilson Appl. Sci & Tech Abs** 1983-2009/Dec
(c) 2009 The HW Wilson Co. All rights reserved.

[File 256] **TecInfoSource** 82-2009/Dec
(c) 2009 Info.Sources Inc. All rights reserved.

Set	Items	Description
S1	67	S AU= (POMERANCE, B? OR POMERANCE B?)
S2	0	S S1 AND (DISPUTE? OR COMPLAINT? OR INTERACTION?)

Patent Literature – Non Full Text Subject Searches

[File 347] JAPIO Dec 1976-2007/Dec(Updated 080328)

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[File 350] Derwent WPIX 1963-2008/UD=200845

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Set	Items	Description
S1	4082879	S (COMPLAINT? OR PROBLEM? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS) (3N) (RESOL? OR SOLV? OR SOLUTION OR PROCESS? OR SYSTEM? ? OR CHANNEL? OR DESK? ? OR COUNTER? ? OR PROCEDUR? OR MEDIAT? OR INTERVENTION OR MANAG? OR HANDL? OR RECEIV? OR RECEPT?)
S2	109149	S ((AUTOMAT? OR COMPUTER? OR INTERNET? OR NETWORK? OR INTERACTIVE OR INTERFACE OR ELECTRONIC OR SOFTWARE OR MICROPROCESSOR? OR PROCESSOR? OR CYBER? OR MACHINE) (4N) S1) OR ECOMPLAIN?
S3	732	S (RECEIV? OR RECEPTION OR INPUT??? OR INTAK? OR ACCEPT? OR READ? OR ENTER?) (4N) (COMPLAINT? OR PROBLEM? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S4	2863	S (REMED? OR SOLUTION? ? OR FIX OR FIXES OR SOLV? OR RESOLUT? OR RESOLV?) (5N) (SELECT? OR DECID? OR DECISION OR CALCULAT? OR ASSESS? OR CHOOS? OR CHOICE? OR COMPUTE OR COMPUTING OR COMPUTES OR COMPUTED)
S5	616	S (REMED? OR SOLUTION OR FIX OR FIXES OR SOLV? OR RESOLUT? OR RESOLV?) (5N) (SUGGEST? OR PROPOS? OR ADVANCE OR ADVANCES OR ADVANCING OR OFFER? OR PUT? () FORWARD OR RECOMMEND? OR SUBMI?)
S6	20	S S4 (4W) S3
S7	22	S S4 (4W) S5
S8	19	S S7 NOT S6
S9	14	S S8 NOT AY>2001
S10	25	S S4 (4N) S3
S11	5	S S10 NOT S6
S12	2	S S11 NOT AY>2001
S13	221	S S1 (3N) S5
S14	165	S S13 NOT AY>2000
S15	9	S S14 (S) S4
S16	2	S S15 NOT (S6 OR S7 OR S10)

RESULTS: Patent Literature – Non Full Text Subject Search

6/3,K/15 (Item 15 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

Derwent WPIX

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0010555373 & & *Drawing available*

WPI Acc no: 2001-158956/200116

XRPX Acc No: N2001-115857

Non-judicial dispute resolution management system for insurance company, claims department, has electronic architecture to receive, sort and store data related to dispute between several adverse parties

Patent Assignee: CLICKNSETTLE.COM INC (CLIC-N); KOLIKENSAT DAKANG CO

(KOLI-N); NAM CORP (NAMN-N)

Inventor: ISRAEL R; SPECHT W F

Patent Family (9 patents, 91 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2000068865	A1	20001116	WO 2000US13111	A	20000511	200116	B
AU 200051323	A	20001121	AU 200051323	A	20000511	200117	E
BR 200010506	A	20020213	BR 200010506	A	20000511	200220	E
			WO 2000US13111	A	20000511		
CN 1352777	A	20020605	CN 2000807332	A	20000511	200261	E
EP 1242960	A1	20020925	EP 2000935938	A	20000511	200271	E
			WO 2000US13111	A	20000511		
JP 2002544601	W	20021224	JP 2000616573	A	20000511	200313	E
			WO 2000US13111	A	20000511		
US 6766307	B1	20040720	US 1999133441	P	19990511	200448	E
			US 1999141650	P	19990629		
			US 1999145158	P	19990722		
			US 1999146677	P	19990802		
			US 1999156169	P	19990927		
			US 2000177133	P	20000120		
			US 2000568674	A	20000511		
AU 771486	B2	20040325	AU 200051323	A	20000511	200454	E
US 20040210540	A1	20041021	US 1999133441	P	19990511	200470	E
			US 1999141650	P	19990629		
			US 1999145158	P	19990722		
			US 1999146677	P	19990802		
			US 1999156169	P	19990927		
			US 2000177133	P	20000120		
			US 2000568674	A	20000511		
			US 2004842766	A	20040511		

Alerting Abstract ... and new data network generated during a dispute resolution process. A

reckoning module executes a **selected resolution** process based on the **received dispute** resolution data and transmits the generated data during resolution process to the management module...

9/3,K/13 (Item 2 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

Derwent WPIX

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0007632704 & & *Drawing available*

WPI Acc no: 1996-251294/199625

XRPX Acc No: N1996-211226

Expert system for interactive assistance in health care management - searches topical library to identify information relevant to description of medical condition and proposed procedure, to assist user in assessing proposed solution

Patent Assignee: AETNA LIFE & CASUALTY CO (AETN-N)

Inventor: HELD J; HIGGINS B; MCANDREW P D; POTASH D L; WAYAND J

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 5517405	A	19960514	US 1993136649	A	19931014	199625	B

...identify information relevant to description of medical condition and proposed procedure, to assist user in assessing proposed solution Alerting Abstract ...is available in either a full text or synopsis format, to assist a user in **assessing** the appropriateness of the proposed solution. Original Publication Data by AuthorityArgentinaPublication No.

...Original Abstracts:is available in either a full text or synopsis format, to assist a user in **assessing** the appropriateness of **the proposed solution**. An inference engine provides a **recommendation** to the user as to the appropriateness of the proposed solution based on information entered via the user interface...

9/3,K/12 (Item 1 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

Derwent WPIX

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0011104909 & & *Drawing available*

WPI Acc no: 2002-040794/200205

Related WPI Acc No: 2000-061738; 2001-615581; 2002-627077; 2008-A16979

XRPX Acc No: N2002-030260

Computer network collaboration method for network users, involves consolidating statements selected from modified narrowed group of proposals into final proposed solution for problem

Patent Assignee: FERGUSON B (FERG-I)

Inventor: FERGUSON B

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20010042056	A1	20011115	US 1996657984	A	19960604	200205	B
			US 1999416143	A	19991012		

Original Publication Data by AuthorityArgentinaPublication No. ...**Original Abstracts:**the modified sets of statements of the modified narrowed group of proposals, and consolidating the **selection** of statements into a proposed **solution** for the problem. ...**Claims:**second sets of statements of the modified narrowed group of proposals; and j) consolidating the **selections** of statements into a proposed **solution** for the problem.

Patent Literature Full Text – Subject Search

[File 348] EUROPEAN PATENTS 1978-200836

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[File 349] PCT FULLTEXT 1979-2008/UB=20080904|UT=20080828

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Set	Items	Description
S1	4716	S (COMPLAINT? OR ARGUMENT? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS) (3N) (RESOL? OR SOLV? OR SOLUTION OR PROCESS? OR SYSTEM? ? OR CHANNEL? OR DESK? ? OR COUNTER? ? OR PROCEDUR? OR MEDIAT? OR INTERVENTION OR MANAG? OR HANDL? OR RECEIV? OR RECEPT?)
S2	651	S ((AUTOMAT? OR COMPUTER? OR INTERNET? OR NETWORK? OR INTERACTIVE OR INTERFACE OR ELECTRONIC OR SOFTWARE OR MICROPROCESSOR? OR PROCESSOR? OR CYBER? OR MACHINE) (4N) S1) OR ECOMPLAIN?
S3	165	S (PREPAR? OR OUTPUT? OR WRIT? OR ORGANIZ? OR SYSTEMAT? OR LIST??? OR PRESENT?) (4N) (COMPLAINT? OR ARGUMENT? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S4	228	S (RECEIV? OR RECEPTION OR INPUT??? OR INTAK? OR ACCEPT? OR READ? OR ENTER?) (4N) (COMPLAINT? OR PROBLEM? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S5	111	S (REMED? OR SOLUTION? ? OR FIX OR FIXES OR SOLV? OR RESOLUT? OR RESOLV?) (5N) (SELECT? OR DECID? OR DECISION OR CALCULAT? OR ASSESS? OR CHOOS? OR CHOICE? OR COMPUTE OR COMPUTING OR COMPUTES OR COMPUTED)
S6	91	S (REMED? OR SOLUTION OR FIX OR FIXES OR SOLV? OR RESOLUT? OR RESOLV?) (5N) (SUGGEST? OR PROPOS? OR ADVANCE OR ADVANCES OR ADVANCING OR OFFER? OR PUT? () FORWARD OR RECOMMEND? OR SUBMI?)
S7	6	S S6 (4W) S4
S8	1	S S7 NOT AY>2001
S9	6	S S6 (4N) S4
S10	0	S S9 NOT S7
S11	0	S S1 (4N) (NONHUMAN OR NON() HUMAN)
S12	68	S S3 NOT AY>2000
S13	15	S S12 (S) S4
S14	10	S S5 (4W) S6
S15	5	S S14 NOT AY>2000
S16	72	S S4 NOT AY>2000
S17	39	S S16 (4N) S2

RESULTS: Patent Literature Full Text – Subject Search

13/3K/14 (Item 14 from file: 349) [Links](#)

Fulltext available through: [Order File History](#)

PCT FULLTEXT

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00343984

METHOD AND APPARATUS FOR HANDLING A COMPLAINT

PROCEDE ET APPAREIL POUR TRAITER DES RECLAMATIONS

Patent Applicant/Patent Assignee:

- **SLOO Marshall A**

Inventor(s):

- **SLOO Marshall A**

	Country	Number	Kind	Date
Patent	WO	9626496	A1	19960829
Application	WO	96US2650		19960222
Priorities	US	95392053		19950222

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AL, AM, AT, AU, AZ, BB, BG, BR, BY, CA,
CH, CN, CZ, DE, DK, EE, ES, FI, GB, GE,
HU, IS, JP, KE, KG, KP, KR, KZ, LK, LR,
LS, LT, LU, LV, MD, MG, MK, MN, MW, MX,
NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI,
SK, TJ, TM, TR, TT, UA, UG, US, UZ, VN,
KE, LS, MW, SD, SZ, UG, AZ, BY, KG, KZ,
MD, RU, TJ, TM, AT, BE, CH, DE, DK, ES,
FR, GB, GR, IE, IT, LU, MC, NL, PT, SE,
BF, BJ, CF, CG, CI, CM, GA, GN, ML, MR,
NE, SN, TD, TG

Publication Language: English

Filing Language:

Fulltext word count: 5872

Detailed Description:

...some are not, and
a vendor's reputation can be needlessly harmed by
unanswered, unfounded **complaints**,

Additionally, consumer **complaint organizations** are typically local or regional organizations without ties to one another, Accordingly, the methods used for resolving **complaints** vary among the **organizations**, resulting in inconsistent handling of consumer complaints, In view of the foregoing, there is a... ..outlined above and provides an improved method and apparatus for handling, processing, and resolving a **complaint**, More particularly, the **present** invention provides a method and apparatus for handling a complaint that allows consumers to lodge... ..The central computer is preferably a microcomputer operable for performing all the steps in the **complaint** handling method including **receiving** a **complaint**, notifying the subject of the complaint of the receipt of the **complaint**, **receiving** a response from the subject of the complaint, posting the complaint and associated response...now to the drawings, Fig. 1 illustrates preferred complaint handling apparatus 10 for implementing the **complaint** handling method of the **present** invention.

Complaint handling apparatus 10 is preferably coupled with a plurality of access terminals 12 by communications... ..10 includes conventional memory, input

and output ports, and a modem, and is operable for **receiving**, storing and retrieving a **complaint** and a response thereto,

Access terminals 12 are provided for users to **enter complaints** and responses for delivery to complaint handling apparatus 10 and for **receiving** transmissions from **complaint** handling apparatus 10, Access terminals 12 preferably include conventional memory, input and output ports,, and a modem, and are operable for **receiving** and transmitting **complaints** to **complaint** handling apparatus 10, Access terminals 12 are preferably personal computers such as IBM compatible microcomputers... ..12 to complaint handling apparatus 10,

Those skilled in the art will appreciate that the **complaint** handling method of the **present** invention is applicable to virtually all types of hardware and preferred complaint handling apparatus lor... ..14 as described herein are merely illustrative of the preferred embodiment of the invention,

The **complaint** handling method of the **present** invention is implemented in the form of a computer program for operating complaint handling apparatus 10. The computer program is preferably stored in the **read-only** memory (ROM) of **complaint** handling apparatus 10, but may also be stored in the hard drive memory of apparatus... ..are preferably stored in the hard drive memory of apparatus 10,

The method of the **present** invention handles user **complaints**, messages and responses, The complaint or message may concern products including goods, classes of goods...to the main menu of options.

Fig. 2B illustrates the complaint registration step of the **complaint** handling method of the **present** invention. If the "Register a Complaint" option is selected at step 200, the program proceeds... ..at Fig. 2C as described below, Step 202 of Fig. 2B prompts the user to **enter** his or her **complaint**. The preferred program prompts the entry of a detailed description of the complaint, the action...

13/3K/11 (Item 11 from file: 349) [Links](#)
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 00755455

**SYSTEM AND METHOD FOR PROVIDING COMPLETE NON-JUDICIAL
 DISPUTE RESOLUTION MANAGEMENT AND OPERATION**
 SYSTEME ET PROCEDE DE GESTION ET DE MISE EN OEUVRE COMPLETES DE
 RESOLUTION NON JUDICIAIRE DE LITIGES

Patent Applicant/Patent Assignee:

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 Suite 336, 1010 Northern Boulevard, Great Neck, NY 11021; US; US(Residence);
 US(Nationality)

Inventor(s):

- **ISRAEL Roy**
 63 Shelter Lane, Roslyn Heights, NY 11577; US
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 Apartment 2G, 125 South Bayview Avenue, Freeport, NY 11520; US

Legal Representative:

- **BARON Ronald J**
 Hoffmann & Baron, LLP, 6900 Jericho Turnpike, Syosset, NY 11791; US;

	Country	Number	Kind	Date
Patent	WO	200068865	A1	20001116
Application	WO	2000US13111		20000511
Priorities	US	99133441		19990511
	US	99141650		19990629
	US	99145158		19990722

	US	99146677		19990802
	US	99156169		19990927
	US	2000177133		20000120

Detailed Description:

...dispute resolution separately (another aspect of it is the electronic architecture for managing non-judicial **dispute** resolution).

Furthermore, the **present** invention includes the concept of maintaining an on-line real-time updated database for managing non-judicial dispute resolutions which includes the management module configured as described above, e. to **receive**, sort and store **dispute** resolution data and to provide internal continuous compilation of the data into searchable records. This... ..an electronic architecture as fully described hereinbefore.

9

Another aspect of the method of the **present** invention includes managing nonjudicial **disputes** by providing an accessible architecture set forth above, **receiving dispute** resolution data from one or more of the parties, storing the data and prompting the... ..levels of identification and use.

Thus, a party inputs data corresponding to a non-judicial **dispute** resolution, the system sorts, **organizes** and ...of non-judicial dispute resolution procedures. The system also allows users of the system to **organize** data corresponding to multiple **disputes**, manage that data into a form selected by the user, and generate reports based on the data from one or more **disputes** that have been **input** into the system to which they are a party. In a preferred embodiment, the **present** system allows parties to **disputes** to effectively and efficiently **input**, sort, organize and manage the data corresponding to disputes, and resolve disputes via the internet...of the non-judicial dispute resolution procedures.~~ The architecture 3 allows the parties to a **dispute** to **input** the data relevant to the **dispute**, **organize**, compile and store the data, query the data, update the data with any additional data...addition to adding and negotiating a dispute as described above, may also manage the data **entered** for a **dispute** and the new data generated during ...on the "Browse Disputes" icon 42 on the Program User Page to access the Browse **Disputes List**. Preferably, the Browse **Disputes List** is displayed to the Program User as sorted by Dispute Status.

The system, however, can... Only Access

If the opposing party is not registered and only wishes to settle the **dispute** with the **present** system, they simply **enter** both the access and **dispute** codes for the particular dispute they wish to negotiate and select "settle-only" access.

36... ..later date.

Thereafter, the management module will send all dispute resolution data corresponding to the **input** access and **dispute** codes to the reckoning module. Since a 0... responding party choosing to utilize the settle... ..settle only access user. This display will notify the settle only access user of the **present** status of the **dispute**, any recent activity, etc. For example, if the dispute has already expired or has been... ..by the system. Additionally,

the system will list any dates and amounts of demands/offers **entered** for the **dispute**, if any, and the settlement date and amount in the event the dispute was resolved... ..code and dispute code, the management module sends all dispute resolution data corresponding to the **input** access and **dispute** codes to the reckoning module. The system will display all relevant information regarding the dispute to the parties. For example, the display will notify the parties of the **present** status of the **dispute**, any recent activity, etc. For example, if the dispute has already expired or... ..by the system. Additionally, the system will list any dates and amounts of demands/offers **entered** for the **dispute**, if any, and the settlement date and amount in the event ...accordingly. The system employs a method for notifying the user of the status of the **dispute** by **organizing** the **disputes entered** into the system into certain color-coded categories. For example, those disputes highlighted in yellow... ..and that the dispute will expire within ten (10) days if not settlement is reached; **disputes listed** in red indicate that the opposing party was the last party to enter a demand... ..that the dispute expires within ten (10) days if no settlement is reached; and **disputes listed** in blue indicate to the user that the opposing 10 party was the last...

13/3K/1 (Item 1 from file: 349) [Links](#)

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00806392

TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF

PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC INFORMATIQUE DANS UN ENVIRONNEMENT DU TYPE CHAÎNE D'APPROVISIONNEMENT RESEAUTÉE, ET PROCÉDÉ ASSOCIÉ

Patent Applicant/Patent Assignee:

• **ACCENTURE LLP**

1661 Page Mill Road, Palo Alto, CA 94304; US; US(Residence); US(Nationality)

Inventor(s):

• **MIKURAK Michael G**

108 Englewood Blvd., Hamilton, NJ 08610; US

Legal Representative:

• **HICKMAN Paul L(agent)**

Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA 90067-3024; US;

	Country	Number	Kind	Date
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Patent	WO	200139086	A2	20010531
Application	WO	2000US32310		20001122
Priorities	US	99444653		19991122
	US	99447623		19991122

Detailed Description:

...proxy services, managing load balancing such as spreading tasks among servers and rerouting data around **problems**. The capability to reroute data around problems includes identifying and automatically bypassing an unavailable...session, presentation, and application layers, from lowest to highest layer.

X.25 is an interface **organized** as a three-layered architecture for connecting data terminals, computers, and other user systems or...and the Customer Quality of service Management Process 1302. It is responsible for receiving service **complaints** from customers, resolve them to the customer's satisfaction and provide meaningful

73

status on...

13/3K/3 (Item 3 from file: 349) [Links](#)

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00792509

INTERNET ENABLED THIRD PARTY HUMAN RESOURCES COMPUTER SYSTEM AND METHOD

SYSTEME ET TECHNIQUE INFORMATIQUE VIA INTERNET FAISANT APPEL A UNE TIERCE PARTIE EN CAS DE PLAINTÉ DU PERSONNEL

Patent Applicant/Patent Assignee:

- **KAREN SMITH KIENBAUM & ASSOC**
440 E. Congress, 4th Floor, Detroit, MI 48226-2917; US; US(Residence);
US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **KIENBAUM Karen Smith**
6 Jefferson Court, Grosse Pointe Park, MI 48230-1904; US; US(Residence);
US(Nationality)

Legal Representative:

- **RENKE Robert P(et al)(agent)**
Artz & Artz, P.C., 28333 Telegraph Road, Suite 250, Southfield, MI 48034; US;

	Country	Number	Kind	Date
Patent	WO	200126025	A1	20010412
Application	WO	2000US27108		20001002
Priorities	US	99157236		19991001

Detailed Description:

...manager can process the grievance. The third party system manager accesses the system and is **presented** with the **grievances received** for each company account associated with the system. Each complaint will indicate from the interactive...

Claims:

...A method of resolving complaints between an employee and an employer, comprising the steps of: **receiving** an employee initiated **complaint** at a third party **organization**; processing said **complaint**; and intermediating between said employee and said employer to resolve said complaint.
17 The method...to request input from the worker via the input device, and to determine from the **input** a type of **grievance presented**; and is the interface further being operable under control of the program to forward said...

15/3K/3 (Item 3 from file: 349) [Links](#)

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00754024

APPARATUS AND METHOD FOR NEGOTIATING OVER A NETWORK
DISPOSITIF ET METHODE PERMETTANT DE FACILITER UN ACCORD SUR UN RESEAU

Patent Applicant/Patent Assignee:

- **SPEEDSOLVE COM**

1030 Massachusetts Avenue, Cambridge, MA 02138; US; US(Residence);
US(Nationality)

Inventor(s):

- **COLLINS Eric**

988 Memorial Drive #281, Cambridge, MA 02138; US

- **PRICE Alan**

15 Corporal Burns Road, Cambridge, MA 02138; US

Legal Representative:

• **SUNSTEIN Bruce D(et al)(agent)**

Bromberg & Sunstein LLP, 125 Summer Street, Boston, MA 02110-1618; US;

	Country	Number	Kind	Date
Patent	WO	200067426	A2-A3	20001109
Application	WO	2000US11701		20000428
Priorities	US	99131690		19990430
	US	99141182		19990625
	US	99148605		19990812

Detailed Description:

...in a negotiation session to resolve a situation. Although Fig. 1a shows only two parties **there** may be more than two parties engaged in a negotiation session. Each party preferably has...parties, according to the ratings given by the parties. In an alternate embodiment, Step 520 **does** not involve the parties independently choosing ZOPA components and rating them. In another embodiment of... ..530. The first party may select one 30 of the ZOPA components as an ideal **resolution** or may **choose** a unique **resolution** . The offered **resolution** must be legitimized. The first party legitimizes the offered resolution

14

by giving reasons supporting... select a desired resolution in Step 1213 from the set of ZOPA components, or may **choose** the first party's proposed **resolution**. If there are remaining issues in Step 1214 the process loops back to Step 1212...

...components retrieved in step 1212 of Fig. 12b as well as the first party's **proposed** modified **resolution**. The second party may **select** a desired **resolution** in Step 1253 from the this set of possible resolutions or may choose to modify

17/3K/19 (Item 19 from file: 349) [Links](#)

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00545209

COMPUTERIZED DISPUTE RESOLUTION SYSTEM AND METHOD

SYSTEME ET PROCEDE INFORMATIQUES SERVANT A RESOUDRE UN LITIGE

Patent Applicant/Patent Assignee:

• **CYBERSETTLE COM INC**

Inventor(s):

• BURCHETTA James D

• BROFMAN Charles S

	Country	Number	Kind	Date
Patent	WO	200008582	A1	20000217
Application	WO	99US17737		19990806
Priorities	US	98130154		19980806

Claims:

...a claim, and to be bound by a resolution of the claim transmitted from the **automated dispute resolution system**; receiving an engagement indication from a second party to engage the automated dispute resolution system for...a claim, and to be bound by a resolution of the claim transmitted from the **automated dispute resolution system**; receiving an engagement indication from a second entity, adverse to the first entity with respect to...further comprising: storing case related information for the settlement and the payment amount in the **automated dispute resolution system** for tabulation.

61 A **dispute** settlement method comprising:

receiving offers and demands with respect to a claim, each of the offers having been received...receiving a first value from a first entity with respect to a claim in an **automated dispute resolution system**; receiving a second value from a second entity with respect to the claim in the automated... ..revealing either of the first or second values; and receiving the new value in the **automated dispute resolution system**.

81 A **dispute** settlement method comprising:

receiving a claim submitted by an initiator for a dispute resolution negotiation; subsequent to the...usage by the first or second entity. 139. The method of claim 138 further including:

receiving third signals from the **dispute resolution system** for forwarding to a computer associated with either the first or the second entity which, when received, would cause the...

17/3,K/35 (Item 8 from file: 350) [Links](#)

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0009207360 & & *Drawing available*

WPI Acc no: 1999-132519/199911

Related WPI Acc No: 1996-476690

XRPX Acc No: N1999-096491

Computer based method for recording and processing complaints - involves complainant registering complaint anonymously and subject being able to respond and participate in negotiating settlement of complaint

Patent Assignee: SLOO M A (SLOO-I)

Inventor: SLOO M A

Patent Family (6 patents, 81 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1999004356	A1	19990128	WO 1998US9166	A	19980505	199911	B
US 5895450	A	19990420	US 1995392053	A	19950222	199923	E
			US 1997892600	A	19970714		
AU 199873695	A	19990210	AU 199873695	A	19980505	199925	E
EP 1012766	A1	20000628	EP 1998920985	A	19980505	200035	E
			WO 1998US9166	A	19980505		
AU 734340	B	20010614	AU 199873695	A	19980505	200140	E
JP 2001510919	W	20010807	WO 1998US9166	A	19980505	200150	E
			JP 2000503500	A	19980505		

Original Publication Data by AuthorityArgentinaPublication No. Claims:Claim 7. A **complaint handling computer apparatus for handling user complaints** from complainants against **subjects**, said apparatus comprising:**receiving** means for **receiving a complaint from a complainant against a subject** and a response to said complaint from the subject;**negotiating** means for negotiating a settlement...

17/3,K/37 (Item 10 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

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0007725044 & & *Drawing available*

WPI Acc no: 1996-348301/199635

XRPX Acc No: N1996-293589

Subscriber's grievance call processing system in electronic exchange - connects specified terminal generating grievance report, to test supplement circuit through switch using test controller

Patent Assignee: NEC CORP (NIDE)

Inventor: ISHIDA E

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 8163243	A	19960621	JP 1994307546	A	19941212	199635	B

Priority Applications (no., kind, date): JP 1994307546 A 19941212

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
JP 8163243	A	JA	4	2	

Alerting Abstract ...ADVANTAGE - Enables **automatic** testing of **received grievance** report even in absence of maintenance person. Reduces work load of maintenance person.

17/3K/21 (Item 21 from file: 349) [Links](#)

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00473004

METHOD AND APPARATUS FOR HANDLING COMPLAINTS

PROCEDE ET APPAREIL POUR GERER DES RECLAMATIONS

Patent Applicant/Patent Assignee:

- **SLOO Marshall A**

Inventor(s):

- **SLOO Marshall A**

	Country	Number	Kind	Date
Patent	WO	9904356	A1	19990128
Application	WO	98US9166		19980505
Priorities	US	97892600		19970714

Detailed Description:

...terminals, and a communications network coupling the central computer with the access terminals. The central **computer** is programmed to **receive complaints** and responses, store the complaints and responses in individual data records, and negotiate settlements to ...

Claims:

...Claims:

1 A computer program stored on a computer-readable memory device for directing a **computer** to **handle** user **complaints** against subjects, said **computer** program comprising: **receiving** means for **receiving** a **complaint** from a complainant against a subject and a response to said complaint from the subject...telecommunications network.

16 A method of handling user complaints against subjects comprising the steps of: **receiving** into a **complaint handling computer** means a **complaint** from a complainant against a subject and storing said **complaint** in a data record-, **receiving** into said **complaint handling computer** means a response to said complaint from the subject and storing said response in said... the complainant handling computer means to retrieve and review the contents of the data record; **receiving** into said **complaint handling computer** means a judgment of the complaint rendered by the negotiator; and storing said judgment in...

17/3,K/32 (Item 5 from file: 350) [Links](#)

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0009959844 & & *Drawing available*

WPI Acc no: 2000-261994/200023

XRPX Acc No: N2000-195492

Interactive complaint audio recording system for rectification of telephone connection failure and accident inquiry, has processor to detect location identifier corresponding to received complaint data

Patent Assignee: NIPPON DENSHI SERVICE KK (NIDE-N)

Inventor: HABARA T; INOUE H; ONISHI K; TAKESADA M; YAMAGISHI N

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2000067064	A	20000303	JP 1998233857	A	19980820	200023	B

Alerting Abstract ...NOVELTY - An information processor (100) processes the received complaint audio data of a person, specifying about an accident or service failure and records it...

17/3,K/36 (Item 9 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

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0007847081 & & *Drawing available*

WPI Acc no: 1996-476690/199647

Related WPI Acc No: 1999-132519

XRPX Acc No: N1996-402073

Computerised product user complaint handling method - involves using computer for receiving and storing complaint in directory categorised by vendor and product and storing corresponding vendor response

Patent Assignee: SLOO M A (SLOO-I)

Inventor: SLOO M A

Patent Family (6 patents, 69 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1996026496	A1	19960829	WO 1996US2650	A	19960222	199647	B
AU 199650289	A	19960911	AU 199650289	A	19960222	199651	E
US 5668953	A	19970916	US 1995392053	A	19950222	199743	E

EP 811200	A1	19971210	EP 1996907129	A	19960222	199803	E
			WO 1996US2650	A	19960222		
AU 697946	B	19981022	AU 199650289	A	19960222	199903	E
JP 11501137	W	19990126	JP 1996525858	A	19960222	199914	E
			WO 1996US2650	A	19960222		

...involves using computer for receiving and storing complaint in directory categorised by vendor and product and storing corresponding vendor response Original Publication Data by AuthorityArgentinaPublication No. **Original Abstracts:**A method and apparatus for handling a complaint and associated response in a **computer** by way of a telecommunications network is provided. The complaint handling method includes the steps of **receiving a complaint (202)**, **notifying the subject of the complaint (210)**, **receiving a response to the complaint** from the subject, and storing the complaint and associated response on a publicly accessible computer bulletin board (208... ... and associated response in a computer by way of a telecommunications network is provided. The **complaint handling** method includes the steps of **receiving a complaint**, **notifying the subject of the complaint**, **receiving a response to the complaint** from the subject, and storing the **complaint** and **associated** response on a publicly accessible computer bulletin board... ... for handling a complaint and associated response in a computer by way of a telecommunications network is provided. The **complaint** handling method includes the steps of **receiving a complaint (202)**, **notifying the subject of the complaint (210)**, **receiving a response to the complaint** from the subject, and storing the complaint and associated response on a publicly accessible computer... ...**Claims:**complaints concerning products provided by a plurality of different vendors comprising the steps of:providing **complaint handling** computer means **operable for receiving** one of said **complaints** and a response **thereto**, said **complaint handling** computer means **including memory** means for storing said complaint and response and retrieving means for retrieving said **complaint** and response;**receiving into** said **complaint handling** computer means said **complaint concerning a product** provided by a vendor and storing said complaint in a directory categorized by a characteristic relating to said product;notifying the vendor of the receipt of said **complaint** in said **complaint handling** computer means;**receiving into** said **complaint handling** computer means said response to said **complaint** from the **vendor of** said product and storing said response in said directory in association with said complaint;creating... ... area in said complaint handling computer means which can only be accessed by the complainant **and the vendor**; and**receiving** into said private message area negotiations between the complainant and the vendor regarding said complaint...

17/3,K/33 (Item 6 from file: 350) [Links](#)

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0009959843 & & *Drawing available.*

WPI Acc no: 2000-261993/200023

XRPX Acc No: N2000-195491

Interactive content utilization system, has display device which displays text data when read content of recording is text data

Patent Assignee: NIPPON DENSHI SERVICE KK (NIDE-N)
Inventor: HABARA T; INOUE H; ONISHI K; TAKESADA M; YAMAGISHI N

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2000067063	A	20000303	JP 1998233752	A	19980820	200023	B

Alerting Abstract ...USE - For utilization of **interactive** content recorded when receiving grievance, inquiry, report of failure of computer, message of accident...

17/3,K/39 (Item 12 from file: 350) [Links](#)
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0005371952

WPI Acc no: 1990-371910/199050

XRPX Acc No: N1990-283624

Automatic claim receiver for telephone subscriber service - receives and stores claims automatically and obtains corresp. data for cause examinations NoAbstract Dwg 1/1

Patent Assignee: NEC CORP (NIDE)

Inventor: YOSHIZAWA T

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2268547	A	19901102	JP 198991204	A	19890410	199050	B

Original Titles:AUTOMATIC COMPLAINT REPORT RECEIVER

17/3,K/29 (Item 2 from file: 350) [Links](#)
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0012798694 & *Drawing available*

WPI Acc no: 2002-655284/200270

XRPX Acc No: N2002-517782

Dispute settling system using Internet, accepts monetary and non-monetary offers of settlement and compares settlement offers to find overlapping value

Patent Assignee: DWYER S C (DWYE-I)

Inventor: DWYER S C

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020069182	A1	20020606	US 1999169094	P	19991206	200270	B
			US 2000730632	A	20001206		

Dispute settling system using Internet, accepts monetary and non-monetary offers of settlement and compares settlement offers to find overlapping value

17/3K/20 (Item 20 from file: 349) [Links](#)

Fulltext available through: [Order File History](#)

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00518075

SYSTEM AND METHOD FOR SECURE PRESENTMENT AND PAYMENT OVER OPEN NETWORKS

SYSTEME ET PROCEDE POUR PRESENTATIONS ET PAIEMENTS SURS VIA DES RESEAUX OUVERTS

Patent Applicant/Patent Assignee:

- CITIBANK N A

Inventor(s):

- ROSEN Sholom S

	Country	Number	Kind	Date
Patent	WO	9949427	A1	19990930
Application	WO	99US3094		19990212
Priorities	US	9845244		19980320

DeDetailed Description:

...merchant credential. A Tran Log function 174 maintains a log of trusted agent transactions. A **Resolve Dispute** function 178 receives tickets 8 and **electronic** objects to **resolve** a customer **complaint**

Figure 5D shows the authority transactor functions. A Create Credential function 180 constructs and delivers...

17/3K/18 (Item 18 from file: 349) [Links](#)

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00577714

**MATCHING SERVICE PROVIDERS WITH CUSTOMERS AND GENERATING
PRODUCT/SERVICE SOURCING DATA**

MISE EN CORRESPONDANCE DE FOURNISSEURS DE SERVICES AVEC DES
CLIENTS ET PRODUCTION DE DONNEES DE RECHERCHE PRODUIT/SERVICE

Patent Applicant/Patent Assignee:

- CADOUX Robert L
- O'CONNOR Terence P
- ANDRESHAK Joseph

Inventor(s):

- CADOUX Robert L
- O'CONNOR Terence P
- ANDRESHAK Joseph

	Country	Number	Kind	Date
Patent	WO	200041087	A1	20000713
Application	WO	99US30854		19991228
Priorities	US	98114589		19981231
	US	99150296		19990823
	US	99469224		19991222

Detailed Description:

...and recommendations icon on the on-line menu provided by the service on the customized interface. The **complaint** receives a routing number provided by the system and is then recorded in the member's...

17/3,K/38 (Item 11 from file: 350) [Links](#)

Fulltext available through: [Order File History](#)

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0007393444 & & *Drawing available*

WPI Acc no: 1995-393210/199550

Related WPI Acc No: 1993-160796; 1996-485938; 1997-353009; 1997-366125; 1997-366126; 1997-366127; 1997-366128; 1997-387693; 1997-515508; 2003-480686; 2006-490548

XRPX Acc No: N1995-286676

Open electronic commerce system - involves customer trusted agent securely communicating with first memory module whilst merchant trusted agent securely communicates with second money module

Patent Assignee: CITIBANK NA (CITI-N); ROSEN S S (ROSE-I)

Inventor: ROSEN S; ROSEN S S

Patent Family (50 patents, 63 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1995030211	A1	19951109	WO 1995US3831	A	19950328	199550	B
AU 199521058	A	19951129	AU 199521058	A	19950328	199609	E
US 5557518	A	19960917	US 1994234461	A	19940428	199643	E
FI 199604032	A	19961008	WO 1995US3831	A	19950328	199702	E
			FI 19964032	A	19961008		
NO 199604538	A	19961205	WO 1995US3831	A	19950328	199707	E
			NO 19964538	A	19961025		
EP 758474	A1	19970219	EP 1995913817	A	19950328	199713	E
			WO 1995US3831	A	19950328		
US 5621797	A	19970415	US 1994234461	A	19940428	199721	E
			US 1995576992	A	19951219		
US 5642419	A	19970624	US 1994234461	A	19940428	199731	E
			US 1995574857	A	19951219		
CZ 199602513	A3	19971015	WO 1995US3831	A	19950328	199748	E
			CZ 19962513	A	19950328		
SK 199601176	A3	19971007	WO 1995US3831	A	19950328	199749	E
			SK 19961176	A	19950328		
BR 199507107	A	19970909	BR 19957107	A	19950328	199751	E
			WO 1995US3831	A	19950328		
JP 9511350	W	19971111	JP 1995528224	A	19950328	199804	E
			WO 1995US3831	A	19950328		
US 5703949	A	19971230	US 1994234461	A	19940428	199807	E
			US 1995575699	A	19951219		
			US 1996730158	A	19961023		
HU 76463	T	19970929	WO 1995US3831	A	19950328	199813	E
			HU 19962478	A	19950328		
NZ 283103	A	19980226	NZ 283103	A	19950328	199813	E
			WO 1995US3831	A	19950328		
NZ 329065	A	19980325	NZ 283103	A	19950328	199818	E
			NZ 329065	A	19950328		
NZ 329066	A	19980325	NZ 283103	A	19950328	199818	E
			NZ 329066	A	19950328		
NZ 329067	A	19980325	NZ 283103	A	19950328	199818	E
			NZ 329067	A	19950328		

NZ 329068	A	19980325	NZ 283103	A	19950328	199818	E
			NZ 329068	A	19950328		
KR 1997702540	A	19970513	WO 1995US3831	A	19950328	199821	E
			KR 1996705597	A	19961007		
AU 199852835	A	19980402	AU 199521058	A	19950328	199823	E
			AU 199852835	A	19980130		
AU 199852836	A	19980423	AU 199521058	A	19950328	199828	E
			AU 199852836	A	19980130		
AU 199852837	A	19980423	AU 199521058	A	19950328	199828	E
			AU 199852837	A	19980130		
AU 199852838	A	19980423	AU 199521058	A	19950328	199828	E
			AU 199852838	A	19980130		
AU 690662	B	19980430	AU 199521058	A	19950328	199829	E
AU 696726	B	19980917	AU 199521058	A	19950328	199849	E
			AU 199852837	A	19980130		
AU 697007	B	19980924	AU 199521058	A	19950328	199850	E
			AU 199852836	A	19980130		
AU 697013	B	19980924	AU 199521058	A	19950328	199850	E
			AU 199852838	A	19980130		
AU 701201	B	19990121	AU 199521058	A	19950328	199915	E
			AU 199852835	A	19980130		
US 5878139	A	19990302	US 1994234461	A	19940428	199916	E
			US 1995575937	A	19951219		
			US 1996774248	A	19961016		
MX 199605174	A1	19971201	MX 19965174	A	19961028	199936	E
HU 216671	B	19990830	WO 1995US3831	A	19950328	199940	E
			HU 19962478	A	19950328		
CA 2287130	A1	19951109	CA 2184380	A	19950328	200021	E
			CA 2287130	A	19950328		
CA 2287133	A1	19951109	CA 2184380	A	19950328	200021	E
			CA 2287133	A	19950328		
CA 2287136	A1	19951109	CA 2184380	A	19950328	200021	E
			CA 2287136	A	19950328		
RU 2136042	C1	19990827	WO 1995US3831	A	19950328	200033	E
			RU 1996122982	A	19950328		
US 6088797	A	20000711	US 1994234461	A	19940428	200037	E
			US 1995575699	A	19951219		
			US 1996730158	A	19961023		
			US 1997895395	A	19970716		
			US 1998138107	A	19980821		
CA 2287133	C	20001107	CA 2184380	A	19950328	200061	E
			CA 2287133	A	19950328		
CA 2287130	C	20001205	CA 2184380	A	19950328	200101	E
			CA 2287130	A	19950328		
US 6175921	B1	20010116	US 1994234461	A	19940428	200106	E
			US 1995575699	A	19951219		

			US 1996730158	A	19961023		
			US 1997895395	A	19970716		
CN 1147875	A	19970416	CN 1995192786	A	19950328	200108	E
CA 2184380	C	20010306	CA 2184380	A	19950328	200116	E
			WO 1995US3831	A	19950328		
EP 1083533	A2	20010314	EP 1995913817	A	19950328	200116	E
			EP 2000123115	A	19950328		
US 6205436	B1	20010320	US 1994234461	A	19940428	200118	E
			US 1995575699	A	19951219		
			US 1996730158	A	19961023		
			US 1997895395	A	19970716		
			US 1998138290	A	19980821		
EP 1100053	A2	20010516	EP 1995913817	A	19950328	200128	E
			EP 2000123116	A	19950328		
EP 1100054	A2	20010516	EP 1995913817	A	19950328	200128	E
			EP 2000123117	A	19950328		
EP 1100055	A2	20010516	EP 1995913817	A	19950328	200128	E
			EP 2000123118	A	19950328		
US 6336095	B1	20020101	US 1994234461	A	19940428	200207	E
			US 1995575699	A	19951219		
			US 1996730158	A	19961023		
			US 1997895395	A	19970716		
			US 1998197179	A	19981120		
JP 3315126	B2	20020819	JP 1995528224	A	19950328	200261	E
			WO 1995US3831	A	19950328		
MX 220393	B	20040513	WO 1995US3831	A	19950328	200501	E
			MX 19965174	A	19961028		

Original Publication Data by AuthorityArgentina**Publication No. ...Claims:**A method for processing a dispute over electronic merchandise, comprising the steps of:a customer trusted agent sending electronic merchandise and dispute information...

17/3K/10 (Item 10 from file: 349) [Links](#)

Fulltext available through: [Order File History](#)

PCT FULLTEXT

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00792509

INTERNET ENABLED THIRD PARTY HUMAN RESOURCES COMPUTER SYSTEM AND METHOD

SYSTEME ET TECHNIQUE INFORMATIQUE VIA INTERNET FAISANT APPEL A UNE TIERCE PARTIE EN CAS DE PLAINTÉ DU PERSONNEL

Patent Applicant/Patent Assignee:

- **KAREN SMITH KIENBAUM & ASSOC**

440 E. Congress, 4th Floor, Detroit, MI 48226-2917; US; US(Residence);
US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **KIENBAUM Karen Smith**

6 Jefferson Court, Grosse Pointe Park, MI 48230-1904; US; US(Residence);
US(Nationality)

Legal Representative:

- **RENKE Robert P(et al)(agent)**

Artz & Artz, P.C., 28333 Telegraph Road, Suite 250, Southfield, MI 48034; US;

	Country	Number	Kind	Date
Patent	WO	200126025	A1	20010412
Application	WO	2000US27108		20001002
Priorities	US	99157236		19991001

Publication Language: English

Filing Language: English

Fulltext word count: 6691

Claims:

...and an employer as recited in

claim 16, further comprising the step of providing a network to receive said employee initiated complaint.

20 The method of resolving complaints

between an employee and an employer as recited in...employer as recited in3 claim 16, further comprising the step of providing a4 network to receive said employee initiated complaint.

20 The method of resolving complaints

2 between an employee and an employer as recited...

Non Patent Literature Non Full Text Subject Search

[File 35] **Dissertation Abs Online** 1861-2008/Nov
(c) 2008 ProQuest Info&Learning. All rights reserved.

[File 583] **Gale Group Globalbase(TM)** 1986-2002/Dec 13
(c) 2002 Gale/Cengage. All rights reserved.
**File 583: This file is no longer updating as of 12-13-2002.*

[File 65] **Inside Conferences** 1993-2009/Jan 20
(c) 2009 BLDSC all rts. reserv. All rights reserved.

[File 2] **INSPEC** 1898-2009/Nov W5
(c) 2009 Institution of Electrical Engineers. All rights reserved.

[File 474] **New York Times Abs** 1969-2009/Jan 20
(c) 2009 The New York Times. All rights reserved.

[File 475] **Wall Street Journal Abs** 1973-2009/Jan 21
(c) 2009 The New York Times. All rights reserved.

[File 99] **Wilson Appl. Sci & Tech Abs** 1983-2009/Dec
(c) 2009 The HW Wilson Co. All rights reserved.

[File 256] **TecInfoSource** 82-2009/Dec
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Set	Items	Description
S1	30532	S (COMPLAINT? OR ARGUMENT? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR CONFLICT OR PROTEST OR PROTESTS) (3N) (RESOL? OR SOLV? OR SOLUTION OR PROCESS? OR SYSTEM? ? OR CHANNEL? OR DESK? ? OR COUNTER? ? OR PROCEDUR? OR MEDIAT? OR INTERVENTION OR MANAG? OR HANDL? OR RECEIV? OR RECEPT?)
S2	1002	S ((AUTOMAT? OR COMPUTER? OR INTERNET? OR NETWORK? OR INTERACTIVE OR INTERFACE OR ELECTRONIC OR SOFTWARE OR MICROPROCESSOR? OR PROCESSOR? OR CYBER? OR MACHINE) (4N) S1) OR ECOMPLAIN?
S3	28	S (PREPAR? OR OUTPUT? OR WRIT? OR ORGANIZ? OR SYSTEMAT? OR LIST??? OR PRESENT?) (4N) (COMPLAINT? OR ARGUMENT? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S4	44	S (RECEIV? OR RECEPTION OR INPUT??? OR INTAK? OR ACCEPT? OR READ? OR ENTER?) (4N) (COMPLAINT? OR PROBLEM? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S5	21	S (REMED? OR SOLUTION? ? OR FIX OR FIXES OR SOLV? OR RESOLUT? OR RESOLV?) (5N) (SELECT? OR DECID? OR DECISION OR CALCULAT? OR ASSESS? OR CHOOS? OR CHOICE? OR COMPUTE OR COMPUTING OR COMPUTES OR COMPUTED)
S6	43	S (REMED? OR SOLUTION OR FIX OR FIXES OR SOLV? OR RESOLUT? OR RESOLV?) (5N) (SUGGEST? OR PROPOS? OR ADVANCE OR ADVANCES OR ADVANCING OR OFFER? OR PUT?() FORWARD OR RECOMMEND? OR SUBMI?)
S7	132	S S3 OR S4 OR S5 OR S6
S8	131	RD (unique items)
S9	91	S S8 NOT PY>2000

RESULTS: Non Patent Literature Non Full Text Subject Search

9/5,K/59 (Item 23 from file: 2) [Links](#)

Fulltext available through: [STIC Full Text Retrieval Options](#)

INSPEC

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05845890 **INSPEC Abstract Number:** C9502-7480-020

Title: Interactive decision support for requirements negotiation

Author Robinson, W.N.

Author Affiliation: Dept. of Comput. Inf. Syst., Georgia State Univ., Atlanta, GA, USA

Journal: Concurrent Engineering: Research and Applications vol.2, no.3 p. 237-51

Publication Date: Sept. 1994 **Country of Publication:** UK

CODEN: CRAPEM **ISSN:** 1063-293X

U.S. Copyright Clearance Center Code: 1063-293X/94/03023715\$08.00/0

Language: English **Document Type:** Journal Paper (JP)

Treatment: Practical (P)

Abstract: The concurrent engineering approach calls for the simultaneous consideration of a variety of concerns from a variety of perspectives. When a team is provided proper tools, such multifaceted analysis can reduce many common oversights early in the design process. However, issues common to all group interactions can hinder a concurrent engineering team. We present research which supports concurrent engineering teamwork during the initial, requirement, and specification stages of system design. Developing requirements from a group of analysts and system users is a difficult task. It entails conflict detection, **resolution** generation, and **resolution choice**. In essence, requirements must be negotiated. In this article we present a model for requirements negotiation and its automated support. The model calls for the independent representation of user requirements followed by their negotiation. The model centers around three themes: user participation, resolution generation, and negotiation records. To support these themes, we have built a tool which provides: (1) automated methods for conflict detection and **resolution** generation; (2) an interactive **resolution choice** procedure; and (3) records of the negotiation process. After presenting the tool, called Oz, we describe the use of its interactive **resolution** search and **choice** procedure. We conclude that interactive decision support is necessary for effective requirements negotiation. (63 Refs)

Subfile: C

Descriptors: concurrent engineering; group decision support systems; interactive systems

Identifiers: interactive decision support; requirements negotiation; concurrent engineering; multifaceted analysis; conflict detection; resolution generation; user participation; negotiation records; interactive **resolution choice** procedure; Oz

Class Codes: C7480 (Production engineering computing); C6130G (Groupware); C7102 (Decision support systems)

Copyright 1995, IEE

Abstract: ...a group of analysts and system users is a difficult task. It entails conflict detection, **resolution** generation, and **resolution choice**. In essence, requirements must be negotiated. In this article we present a model for requirements... ..themes, we have built a tool which provides: (1) automated methods for conflict detection and **resolution** generation; (2) an interactive **resolution choice** procedure; and (3) records of the negotiation process.

After presenting the tool, called Oz, we describe the use of its interactive **resolution** search and **choice** procedure. We conclude that interactive decision support is necessary for effective requirements negotiation.

Identifiers: ...interactive **resolution choice** procedure...

Astronomical Objects:

9/5,K/69 (Item 33 from file: 2) [Links](#)

Fulltext available through: [STIC Full Text Retrieval Options](#)
INSPEC

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04552178 **INSPEC Abstract Number:** D90000562

Title: The heat is on (Gas Consumers Council)

Author Hallahan, S.

Journal: Network p. 56-63

Publication Date: Nov. 1989 **Country of Publication:** UK

CODEN: NWRKEA **ISSN:** 0269-3089

Language: English **Document Type:** Journal Paper (JP)

Treatment: Practical (P)

Abstract: The Gas Consumers Council-the watchdog of British Gas-has opted to use 12 discrete networks in its regional offices to deal with the growing number of queries and **complaints** that it **receives**. The network was set up so that each region has access to its own database of complaints and enquiries, but it is the head-office database which processes the results of each regional database and issues the monthly reports. This pragmatic approach enables GCC's headquarters and regional offices to handle more than 100000 complaints a year. (0 Refs)

Subfile: D

Descriptors: computer networks; public utilities

Identifiers: Gas Consumers Council; British Gas; networks; regional offices; database

Class Codes: D2130 (Public utilities); D5020 (Networks and inter-computer communications)

Abstract: ...discrete networks in its regional offices to deal with the growing number of queries and **complaints** that it **receives**. The network was set up so that each region has access to its own database...

9/5,K/23 (Item 6 from file: 583) [Links](#)

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09285973

Mejoria del servicio ha reducido las muertespor electrocucion

DOMINICAN REP: ELECTRICITY QUALITY HAS IMPROVED

El Siglo (Dominican Republic) (AXN) 09 May 2000 Online

Language: SPANISH

In the Dominican Republic, electricity entity Superintendencia de Electricidad (SDE) has

improved its quality of service and attention to consumer concerns, and is now implementing an educational program to help customers better understand how to effectively utilize electricity. As for the quality of electricity service, the entity has improved its networks and their security by applying safety measures to low, medium, and high-voltage networks. These efforts are evident in the reduction of electrocution deaths, which were high due to low-quality, dangerous connections, undetected by the consumer. Secondly, the SDE has put into practice a method of facilitating customer concerns with the introduction of resolution 27. This mechanism allows the SDE to **receive complaints** automatically from electricity companies to quickly reply to concerns and needs, thereby reducing complaints. As a result of this innovative way of dealing with problems, complaints have dropped from 130,000 (August 1999-January 2000) to 30,000 to date. The SDE will also implement an educational program for consumers by way of brochures to be placed in customer billing statements, company offices, and in major newspapers. The brochures will outline ways to conserve energy during peak periods in the summer, and consumer rights and obligations. Meanwhile, there are still aspirations to deregulate the SDE and grant autonomy to the entity with the approval of the general electricity law, which was submitted to Congress in August 1999 and is pending decision.

Company: SUPERINTENDENCIA DE ELECTRICIDAD

Product: Energy Conservation (2900EC); Energy Department (9106EN); Production Management (9913); Electric Power Generating (4911);

Event: Sales & Consumption (65); Company/Organisational History (12); National Government Economics (94); Product Standards (35);

Country: Dominican RepUBLIC (3DOM);

...facilitating customer concerns with the introduction of resolution 27. This mechanism allows the SDE to **receive complaints** automatically from electricity companies to quickly reply to concerns and needs, thereby reducing complaints. As...

NonPatent Literature Full Text Subject Search

[File 15] **ABI/Inform(R)** 1971-2009/Jan 20

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[File 9] **Business & Industry(R)** Jul/1994-2009/Jan 20

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[File 610] **Business Wire** 1999-2009/Jan 21

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**File 610: File 610 now contains data from 3/99 forward. Archive data (1986-2/99) is available in File 810.*

[File 810] **Business Wire** 1986-1999/Feb 28

(c) 1999 Business Wire. All rights reserved.

[File 275] **Gale Group Computer DB(TM)** 1983-2009/Dec 26

(c) 2009 Gale/Cengage. All rights reserved.

[File 624] **McGraw-Hill Publications** 1985-2009/Jan 21

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[File 621] **Gale Group New Prod. Annou.(R)** 1985-2009/Dec 18

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[File 636] **Gale Group Newsletter DB(TM)** 1987-2009/Jan 01

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[File 613] **PR Newswire** 1999-2009/Jan 21

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[File 813] **PR Newswire** 1987-1999/Apr 30

(c) 1999 PR Newswire Association Inc. All rights reserved.

[File 16] **Gale Group PROMT(R)** 1990-2009/Jan 01

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**File 16: Because of updating irregularities, the banner and the update (UD=) may vary.*

[File 160] **Gale Group PROMT(R)** 1972-1989

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[File 634] **San Jose Mercury** Jun 1985-2009/Jan 17

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[File 148] **Gale Group Trade & Industry DB** 1976-2009/Jan 07

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**File 148: The CURRENT feature is not working in File 148. See HELP NEWS148.*

[File 20] **Dialog Global Reporter** 1997-2009/Jan 21

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Set	Items	Description
S1	735683	S (COMPLAINT? OR ARGUMENT? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR CONFLICT OR PROTEST OR PROTESTS) (3N) (RESOL? OR SOLV? OR SOLUTION OR PROCESS? OR SYSTEM? ? OR CHANNEL? OR DESK? ? OR COUNTER? ? OR PROCEDUR? OR MEDIAT? OR INTERVENTION OR MANAG? OR HANDL? OR RECEIV? OR RECEPT?)
S2	14799	S ((AUTOMAT? OR COMPUTER? OR INTERNET? OR NETWORK? OR INTERACTIVE OR INTERFACE OR ELECTRONIC OR SOFTWARE OR MICROPROCESSOR? OR PROCESSOR? OR CYBER? OR MACHINE) (4N) S1) OR ECOMPLAIN?
S3	692	S (PREPAR? OR OUTPUT? OR WRIT? OR ORGANIZ? OR SYSTEMAT? OR LIST??? OR PRESENT?) (4N) (COMPLAINT? OR ARGUMENT? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S4	2393	S (RECEIV? OR RECEPTION OR INPUT??? OR INTAK? OR ACCEPT? OR READ? OR ENTER?) (4N) (COMPLAINT? OR PROBLEM? OR DISPUT? OR GRIEVANCE? OR GRIPE? OR PROTEST OR PROTESTS)
S5	969	S (REMED? OR SOLUTION? ? OR FIX OR FIXES OR SOLV? OR RESOLUT? OR RESOLV?) (5N) (SELECT? OR DECID? OR DECISION OR CALCULAT? OR ASSESS? OR CHOOS? OR CHOICE? OR COMPUTE OR COMPUTING OR COMPUTES OR COMPUTED)
S6	1166	S (REMED? OR SOLUTION OR FIX OR FIXES OR SOLV? OR RESOLUT? OR RESOLV?) (5N) (SUGGEST? OR PROPOS? OR ADVANCE OR ADVANCES OR ADVANCING OR OFFER? OR PUT? () FORWARD OR RECOMMEND? OR SUBMI?)
S7	16	S S6 (4W) S5
S8	9	S S7 NOT PY>2001
S9	16	S S6 (4N) S5
S10	0	S S9 NOT S7
S11	195	S S3 (4N) S2
S12	119	S S11 (S) S4
S13	68	S S12 NOT PY>2000
S14	10	S S13 (S) S4
S15	347	S S5 (4N) S2
S16	1	S S15 (S) S6
S17	0	S S16 NOT PY>2000
S18	5814	S S2 AND COMPLAINT?
S19	422	S S18 AND S3
S20	180	S S19 AND S4
S21	13	S S20 AND S5
S22	9	S S21 NOT PY>2000
S23	9	RD (unique items)
S24	29	S S20 AND S6
S25	22	RD (unique items)
S26	12	S S25 NOT PY>2000

RESULTS: Non-Patent Literature Full Text Subject Search

8/3,K/9 (Item 2 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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09022466 **Supplier Number:** 18757045 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Relational development in computer-supported groups.

Chidambaram, Laku

MIS Quarterly , v20 , n2 , p143(23)

June , 1996

ISSN: 0276-7783

Language: English

Record Type: Fulltext; Abstract

Word Count: 9313 **Line Count:** 00791

...manual" groups: Read case (right arrow) Generate ideas (right arrow)

Discuss alternatives (right arrow) Evaluate **choices** (right arrow)

Propose solution. Computer-supported groups used a GSS

(GROUPSYSTEMS(R) (TM)) in a laboratory where each member...

8/3,K/8 (Item 1 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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10575702 **Supplier Number:** 21239093 (USE FORMAT 7 OR 9 FOR FULL TEXT)

A theory of task/technology fit and group support systems effectiveness.

Zigurs, Ilze; Buckland, Bonnie K.

MIS Quarterly , v22 , n3 , p313(22)

Sept , 1998

ISSN: 0276-7783

Language: English

Record Type: Fulltext; Abstract

Word Count: 11224 **Line Count:** 00942

...expected in problem tasks. It has been shown that a task that required

consolidating different **solution proposals** and

deciding on the best one had the highest performance with a GSS configuration that emphasized information...

22/3,K/8 (Item 1 from file: 148) [Links](#)

Gale Group Trade & Industry DB

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10651424 **Supplier Number:** 21273137 (USE FORMAT 7 OR 9 FOR FULL TEXT)

When the customer is right: service companies benefit by applying decision support

systems that address customer complaints.

Malley, John; Gooch, William; Griffin, Ken

IIE Solutions , v30 , n11 , p37(4)

Nov , 1998

ISSN: 1085-1259

Language: English

Record Type: Fulltext; Abstract

Word Count: 2394 Line Count: 00198

...the customer is right: service companies benefit by applying decision support systems that address customer complaints.

Abstract: A decision support system (DSS) model that can be applied to customer **complaint** resolution is developed. This model of the **complaint** process addresses four important areas, namely, data gathering, decision making, tracking and auditing, and design...
...warehouse, customer input, and field operational data. The second part in the design of customer **complaint** system, which involves decision making, tends to be the most challenging. Relevant factors that should be identified are **complaint** types, impart factors and **output** action options. The third component of the DSS model, tracking and auditing, can be successful if employee compliance with the **complaint** management strategy is audited. Finally, the design of the DSS should involve partnership between the...

Abstract:

Text:

...very competitive economic environment. This article focuses on one critical element of serving customer needs - **complaint** management.
When companies fail to meet or exceed customer expectations, customers will either complain or go elsewhere. It is imperative that customer **complaints** be identified so that necessary corrective actions can be taken. Doing so can enhance service...

...facilitate survival of the firm. This article discusses the customer service process, customer satisfaction, and **complaints**, then develops a decision support system model that can be used to resolve **complaints**.

...
The customer information system addresses four basic functions: data collection, **complaint** resolution, data storage, and technical

analysis. We will assume data collection and storage are available and concentrate on the **complaint** resolution and technical analysis processes. As stated earlier, the **complaint** resolution process is where the critical decisions are made. If the customer information system is merely an **automated** transaction processing system, **management** will not **resolve complaints** satisfactorily. This is due to the number and complexity of decisions that must be made...

...DSS. Designers and users must work together for successful implementation of a DSS to support **complaint** management in an **organization**. Once this stage of the model has been completed, an effort should be made to...

...This allows managers to ensure that the system is meeting all the objectives of the **complaint** management system. Figure 5 proposes a modification to the DSS model by adding technical analysis to the process.

Periodically, management needs to download **complaint** data from the data warehouse for analysis. This analysis needs to be done in order to correct process deficiencies, and update service level standards.